



STRATEGIC PLAN 2007 – 2010

Richard K. Markuson, Executive Director



Idaho State Board of Pharmacy

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MEMORANDUM

To: Anita Hamann
Division of Financial Management

From: Richard K. Markuson, R.Ph.
Executive Director

Date: July 1, 2006

Subject: Strategic Plan
Fiscal Years 2007-2010

Signed Richard K. Markuson
Richard K. Markuson, R.Ph.
Executive Director

Signed Dwayne E. Sheffler, R.Ph.
Dwayne Sheffler, R.Ph.
Board Chairman

MISSION STATEMENT

The statutory mission of the Idaho State Board of Pharmacy is to promote, preserve and protect the health, safety and welfare of the public by and through the effective control and regulation of the practice of pharmacy. That the sale and distribution of medications, devices and such other materials as may be used in the diagnosis and treatment of injury, illness and disease are handled and delivered in a manner that assures quality pharmaceutical care to the people of the state of Idaho.

BOARD PHILOSOPHY

The Idaho Board of Pharmacy continues to be committed to maintaining the highest standard of pharmaceutical care for the citizens of the State of Idaho. This can be accomplished by assuring that the practice of pharmacy through regulation is held to the highest standards of education, training, accountability and ethics.

VISION STATEMENT

Demand for our services continues to grow due to the population explosion in the state. This in turn has increased the workload for our staff and prompts the need for better technology to expedite our licensing of practitioners, pharmacists, technicians, pharmacies, wholesalers, and retail outlets. This has increased our need to develop better technology in the inspection of these outlets.

More sophisticated technology is also needed that would allow access on demand by practitioners and pharmacists to our controlled substance data base. This would provide information twenty-four hours a day seven days a week. This in turn decreases staff time and provides valuable patient information to practitioners' when staff is unavailable.

Even with our increased population we are seeing the closing of pharmacies in some of our rural communities. We envision the use of Telepharmacies in these situations which would still provide pharmacy services to citizens in these underserved areas.

We envision the continued review in the use of pharmacy technicians, ratios of pharmacy technicians to pharmacists, certification and the requirement for continuing education.

Technology is still being considered that allows for the transmission of prescriptions electronically.

We continue to envision the need to evaluate required staffing, position upgrades, compensation and training. This would also include indoctrination and training of new board members.

EXTERNAL FACTORS AFFECTING AGENCY GOALS

- Increase in the number of licensed professionals in particular the reciprocity of pharmacists into the state.
- Changes in federal law in particular stricter controls of certain medications effecting Idaho Board of Pharmacy statutes and rules.
- Changes at the federal level dealing with the electronic transmission of controlled substance prescriptions.
- Legislation and rule changes introduced by legislators, state pharmacy associations and other entities affecting the practice of pharmacy.
- The loss of pharmacies in rural areas of the state prompting the need for innovative changes allowing for continued pharmaceutical services.
- Development of new technologies increasing efficiency in licensing and creating a near paperless system for inspections.
- Promulgate rules and develop new technologies that would allow access by pharmacists and practitioners to our controlled substance data base while providing maximum security to the system.
- Be able to offer incentives enabling us to retain key personnel.
- Maintaining an interest to serve as board members in lieu of the escalating costs of relief pharmacists.
- Shortage of pharmacist continues and becomes a concern for filling positions at the retail and institutional setting as well as teaching positions at the university level.
- Limited seating at Idaho State University College of Pharmacy restricting the number of graduates to fill needed positions.
- Changes in required education and training for pharmacy technicians to further assist pharmacists in their role as health care providers.

LICENSING

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Complete new and renewal of all licenses in a timely manner	X	X	X		New data base completed to handle existing licensees	
OBJECTIVE						
Continue to meet or exceed the expectations for licensees						
ACTION						
Maintain web site allowing for licensee access	X	X	X	X	Web site in place allowing for access to license applications. Applications also available by fax or mail	Practitioners, pharmacists, pharmacies, drug outlets, wholesalers have direct access to license applications
Allow on line verification and renewal of licenses	X	X	X	X	Work with Access Idaho to make available licensee verification through our web site	Allow 24-7 information for licensee verification without a direct request to the board office
Work with the National Association of the Boards of Pharmacy (NABP) to expedite reciprocity of licenses	X	X	X	X	Continue dialogue with NABP and other state boards to expedite information needed prior to licensing	Expedites the time needed for the licensing of pharmacists reciprocating into Idaho

INSPECTIONS

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
OBJECTIVE						
Develop a system to expedite the time needed to complete inspections	X	X			Integrate new technology in the inspection process	
Continue to complete inspections on a timely basis						
ACTION						
Explore new technologies to be used in the inspection process	X	X	X	X	Develop new programs to expedite the time needed for inspections	Reduces the time required to be in facilities during inspections
Eliminate the use of paper forms used by inspectors	X	X	X	X	Generate the required forms needed electronically	Results in only one form needed to be maintained by the outlet
Allow direct access to information maintained in the office by the inspectors	X	X	X	X	Integrate into the system the means by which an inspector would have access to information on licensees?	Expedites access to information of licensees' required during an inspection by an inspector in the field

CONTROLLED SUBSTANCE PRESCRIPTION TRACKING PROGRAM

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL Establish a format that will allow direct access to the prescription drug data base.						
OBJECTIVE Implement new rules allowed by changes to Idaho Code 37-2726 & 37-2730A	X	X	X	X	Would allow qualified individuals direct access to the data base 24 hours a day 7 days a week	
ACTION Review programs already established by other states	X	X			Determine the format and costs of existing programs	Eliminates the time and costs of developing a program from scratch
Review our current budget	X	X			Prepare a cost analysis of current funds available for program	Expedites the time for implementing the updated program
Train office staff for changes	X	X	X	X	Implement changes in staff duties and program changes	Will allow more time for data review and further assistance to practitioners and other agencies

TELE-PHARMACY

GOAL , OBJECTIVES & ACTIONS		FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE		PERFORMANCE OUTCOME MEASURE	
GOAL	OBJECTIVE								
Allow the use of Automated Pharmacy Systems (APS) in rural areas of the state	Implement rules that would allow the use of APS in underserved communities	X	X	X	X			Would provide pharmacy services in areas of the state no longer provided by traditional brick and mortar pharmacies	
Determine areas in need of pharmacy services		X	X	X	X	Meet with interested pharmacists, practitioners and community leaders		Provides patients with continued pharmacy services including counseling	
Determine location of Tele-Pharmacy site		X	X	X	X	Inspect facility assuring they meet the standards set by rule		Sets operating protocols for the storage, packaging, dispensing or distribution of medications.	
Set standards for personnel responsible for operation of the Tele-Pharmacy		X	X	X	X	Define licensing, registration and training for personnel responsible for the operation and dispensing of medications		Assures the public that only licensed, registered and properly trained personnel will be providing pharmacy services	

TECHNICIANS

GOAL , OBJECTIVES & ACTIONS		FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL	Maintain optimal use of pharmacy technicians		X	X	X	Sets standards by which pharmacists are able to utilize pharmacy technicians in their practice	
OBJECTIVE	Continue to review rules governing the use of pharmacy technicians						
ACTION	Review the need for certification of technicians	X	X	X	X	Identify groups that meet certain criteria granting certification of pharmacy technicians	Assures that technicians have met the competencies necessary to practice their profession
	Review the ratio of pharmacist technician to pharmacist	X	X	X	X	Determine the maximum ratios that can be supervised by a pharmacist	Protects the public in the delivery of medications through the use of pharmacy technicians
	Explore the possibility of expanding the duties of pharmacy technicians	X	X	X	X	Determine the safety of further allowing technicians to perform duties not currently allowed by law	Would allow pharmacists more time to spend with patients in the clinical aspects of pharmacy

ELECTRONIC PRESCRIPTIONS

GOAL , OBJECTIVES & ACTIONS		FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL	Establish a uniform system for the electronic transmission of prescriptions	X	X	X	X	Allows for prescriptions to be transmitted electronically in lieu of hard copies or by telephonic means	
OBJECTIVE	To provide a means whereby prescriptions can be received by electronic transmission						
ACTION	Explore technologies used in transmitting information electronically	X	X	X	X	Implement rules allowing the use of electronic transmission of prescriptions	Provides guidelines for the electronic transmission of prescriptions for practitioners and pharmacists
	Insure security of prescriptions transmitted electronically	X	X	X	X	Review programs to be used in the transmission of prescriptions	Assures patients, practitioners and pharmacists that prescription information is submitted and maintained in a secure manner
	Insure prescription content is transmitted correctly	X	X	X	X	Review applications and programming used in the process of transmission	Assures prescription information is correct and without error

PERSONNEL

GOAL , OBJECTIVES & ACTIONS		FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL	ACTION						
Maintain adequate and well trained staff.	X	X	X	X		Provides for well trained staff to meet the needs of the public and the agency	
OBJECTIVE							
Retain key staff by providing incentives through continued training and adequate compensation							
ACTION							
Explore areas of changes required for staff positions	X	X	X	X	Identify new technologies available for possible enhancement of positions	Staff becomes more proficient	
Provide training for staff in the use of new technologies	X	X	X	X	Explore costs and training available for staff	Increases the knowledge of staff in the use of new programs and provides a sense of accomplishment	
Evaluate the need for increase in staff and or part time positions	X	X	X	X	Determine workload for all positions	Allows the agency to continue to provide services to the public and licensees in a timely manner	
Provide adequate compensation for staff	X	X	X	X	Evaluate staff annually for performance to determine increase in compensation	Helps retain staff eliminating the need for retraining of new staff and provides for continued efficiency	

BOARD MEMBERS

GOAL , OBJECTIVES & ACTIONS	FY 07	FY 08	FY 09	FY 10	OUTPUT MEASURE	PERFORMANCE OUTCOME MEASURE
GOAL						
Prepare pharmacists and public appointees to serve as members of the board	X	X	X	X	In their role as board members they become better equipped to serve in that capacity	
OBJECTIVE						
To assure members of the board have an understanding of their duties as board members						
ACTION						
To provide orientation and training of new board members	X	X	X	X	Provide the opportunity for new members to meet with staff & board attorney	New board members have a better knowledge and understand of their duties
Promulgate changes in statute or rules as needed	X	X	X	X	Provide the opportunity for board members to collaborate on changes necessary	Assures there is a consensus of the board to changes needed to better serve the public and profession
Attend all board meetings providing for a quorum	X	X	X	X	Schedule board meetings at times and locations to accommodate board members and the public	Completes board business in a timely manner including hearings and other disciplinary matters